**IGATE MSP Instance**

**Submitted by –**

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**Change History**

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# Instance Details

1. DEV - <https://remoteitmgmtdev.service-now.com>

This instance is meant only for development and cannot be used as a playground to try Service Now assignments. All developments need to be captured in update set.

1. TEST - <https://remoteitmgmttest.service-now.com>

This instance is meant only for UAT and cannot be used for development. Update sets should be retrieved from Dev instance and deployed on Test instance. No changes should be done directly on Test instance.

1. PROD - <https://remoteitmgmt.service-now.com>

This instance is meant only for customer use and cannot be used for development. Update sets should be retrieved from Test instance and deployed on Prod instance. No changes should be done directly on Prod instance.

# How to get an account created in MSP instance?

Contact Global admin and below accounts will be created for you.

1. Account 1 – Admin account on all the 3 instances (Dev, Test, and Prod). Account to be created on prod and exported to Dev and Test.
2. Account 2 – SNOW desk domain account to raise change request for taking validations from other domain admins. Account to be created on prod and exported to Dev and Test.
3. Account 3 – On Service-Now HI portal to raise incidents related to product.

# Which changes require validation?

|  |  |
| --- | --- |
| Validation Required | Validation not required |
| Business rules / Client scripts / UI Pages / UI macros / Notifications / UI Actions / Modules / Applications / Reports on Global domain | Business rules / Client scripts / UI Pages / UI macros / Notifications / UI Actions / Modules / Applications / Reports on domain level |
| Access control | SLA |
| Dictionary | Workflow |
| Script include |  |
| Scheduled Job |  |
| Inbound action |  |
| Metrics |  |
| Properties(sys\_properties) |  |
| Plugins |  |
| LDAP, SSO |  |
| Any Integration with external tool |  |

# What are limitations of MSP Instance?

1. There are many tables in Service Now which are not domain separated. Most commonly used ones are Dictionary, Properties, Access controls, etc. Due to this, the changes made by 1 domain are applicable for all the domains hence it is very important that proper validations are taken before moving such changes to production.
2. Sometimes it is difficult to get consensus from all customers to get approval for cloning the instance, patching the instance and upgrading the instance.
3. Due to lack of experience, new joiners in the team make changes which are not recommended affecting the overall instance.
4. Certain out of box plugins are not domain separated.
5. Out of the box pages like UI pages, UI macros cannot be updated. Note – It is not a good practice to update OOB pages.
6. Even though Inbound Actions table has domain field, this table does not work as a domain separated one. The inbound action needs to be created in global domain and has to be validated by all domain admins.
7. Out of box tables like Metrics, Task surveys, etc. cannot be used for reporting because they are not domain separated.

Workaround – User database views

# Tables which are not domain separated

The complete list of domain separated tables can be found in below link:

https://<instance\_name>.service-now.com/sys\_dictionary\_list.do?sysparm\_query=GOTOelementLIKEdomain%5Eelement%3Dsys\_domain

# Validation process

All the development needs to be done in an update set on Dev instance. Once the development is completed, it needs to be moved to Test instance through update set. Once it is moved and tested by domain admin, a change request should be created on production in SNOW desk domain for taking validation from all domains.

Once the change request is created, the same needs to be discussed in the CAB call scheduled very Tuesday and Thursday at 3pm. All domains need to validate the change and provide their validation in the comments/work notes field of the change. Once the validations are received from all the domain admins, same needs to be approved by the MSP Approvers. Check the approvals under change request and take approval before deploying to production.

# Types of changes in SNOWDESK domain

There are 3 types of change requests:

1. Normal

These changes require validation from all domain admins before moving to production. Refer to section above which describes types of changes which requires validation.

1. Standard

These changes do not require validation from domain admins. Refer to section above which describes types of changes which does not require validation.

1. Emergency

These changes require validation from all domain admins before moving to production. Refer to section above which describes types of changes which requires validation.

# MSP Instance Cloning

Only Global admin can raise a request for clone by navigating to System Clone application on production.

Below steps needs to be followed to successfully execute the cloning process.

1. Send communication to all domain admins regarding the clone date (3-4 week notice).
2. Get signoff from all domain admins before raising the clone request.
3. Raise a clone request
4. Share change request details with all domain admins
5. Domain admins to share the clone details with customer if required
6. Take backup of all the update sets which are not moved to production.
7. Cloning happens automatically at the time specified in change request.
8. Global admin to perform post cloning activities. Refer below document for post clone activities. Document link – [Post Clone Activities](#_Documents)
9. Deploy all the backed up update sets.

# MSP Instance Upgrade

Upgrade is very critical process which requires lot of planning and efforts. The first and foremost step in the upgrade process is deciding the version which has least number of defects for the MSP instance. To determine this, global admin will need to upgrade the temporary instance to the latest patch. E.g. Fuji Patch 11.

We can make use of BU instance as the instance to test our upgrade.

URL - <https://remoteitmgmtbu.service-now.com>

Once the upgrade is done, all domain admins needs to test all the functionalities implemented for their customer. Once we have final list of issues, same needs to be reported to Service Now through HI portal. If the defects are show stopper, we will need to wait for the next patch of ServiceNow where most of the known defects have been resolved.

Once the instance is upgraded to the stable version, upgrade plan needs to be created with details of the patch to be applied. This plan needs to be shared with all the IGATE project managers. Once it is approved by IGATE project managers, same needs to be shared with customers. Once approved, upgrade request should be raised for Dev instance followed by Test and Prod.

Reference – [Eureka Upgrade Plan](#_Documents)

# Domain Details

|  |  |  |
| --- | --- | --- |
| Customer Name | Domain admin | Project Manager |
| CMC | Dheeraj Dadlani (998/771-2776 | Dhaval Trivedi |
| Mosaic | Saumya Naik (+917506287443)/Prashant Dharne (1-850/206-6099) | Dhaval Trivedi |
| Colehaan | Raheem Shaikh(+919886457679) | Sujith S Nair |
| McDonalds | Mrudula V Manjrekar (808/797-2847) | Pascale Bohrer |
| Black & Veatch | Jaya Sengar (+919967977929) | Sujith S Nair |
| Orange | Sindhura Gandla(+8291214246) | Sona Bhavani |
| AJG | Onkar Surve(9833521822) | Ajay Bhargav |
| Sears | Rashi Kulsreshtha(8454964707) | Abhishek Mishra |

# MSP Instance Roles

At a high level, there are 3 types of roles configured in our MSP instance.

1. Global admin – This user will have the highest privileges on the instance and will be able to see all the data from different domains.

*Resource – Shyam Khandagale*

1. Domain admin – This user will be an administrator of only one domain and will not be able to see data from different domains.
2. ITIL – This user will be an ITIL user belonging to a specific domain having access to restricted modules configured for that domain.

# How to implement SSO integration in MSP?

Refer - [Configure SSO](#_Documents)

# How to implement LDAP integration in MSP?

There is no separate process for MSP instance to configure LDAP.

Refer wiki - <http://wiki.servicenow.com/?title=LDAP_Integration>

# How to generate license report?

Under scheduled reports in Service Now, a report has been configured for each domain which will list down all the ITIL users for that domain. Whenever a new domain is introduced in the MSP instance, a scheduled report needs to be configured for that customer. Refer to existing license reports before creating a new report.

This report is sent automatically to the IGATE project manager, Global admin and MSP lead on a monthly basis. This report is very critical as it will help IGATE management determine the usage of licenses on the instance and ensure the license count does not exceed the allocated count for each domain.

Sample license report: [Monthly - ITIL License Report - Orange](#_Documents)

# Naming convention

It is a good practice to have domain name in all the objects we create in ServiceNow.

E.g. ITIL role for a domain should be: CMC\_ITIL, OCCM\_ITIL

Business Rule: CMC - Update Serial Number

Notifications: CMC – Incident Opened

# Things to remember

* **How to identify if a table is domain separated?**  
  Check for the Domain(sys\_domain) field on the table. The presence of the ‘Domain(sys\_domain)’ field makes the table domain-separated.
* **How to domain separate a table?**  
  A table can be domain-separated by adding the Domain(sys\_domain) field to it. While adding the field, specify the ‘Name’ of the field as ‘sys\_domain’. System will recognize the Domain field by its name.

The above method is applicable to all custom tables. Not all Out-of-the box tables can be domain separated by adding the ‘Domain’ field. For such requirements, we need to get in touch with ServiceNow Technical Support.

* **Domain & Company sys\_id.**  
  Create properties to store the Domain and Company Sys\_ids. Properties are convenient to be referred in scripts.
* **Overriding**  
  Overriding refers to creating a domain-specific copy of a global object such that only the domain-specific copy executes for that domain and not the global copy.

The standard steps do be followed are as follows:

* + Open the global object.
  + Change your current Domain (using the Domain drop-down) to the required domain.
  + Modify the global object as appropriate and save the changes (by either using the ‘Update’ button or using ‘Save’ option in the context menu.
  + System will create a copy of the global object in your current domain and the global copy will be left untouched.
  + The ‘Overrides’ field on the newly created record will be automatically updated with the global record reference.

Note: Not following the above steps while creating domain-specific copies of global object my result in unexpected behavior.

Sometimes the global copy as well as the domain-specific copy of some objects executes even after following the above steps. In such cases, in addition to the above steps, we need to exclude the domain in the global object to prevent the global copy from executing for the domain. E.g. Global UI Actions.

* **GlideRecord**  
  Always Include your Domain id and company id as the first conditions in a Glide query.
* **Importing data from external sources**  
  Always Include Domain and Company Ids while importing data from external sources.

This can be done by adding an onBefore Transform script with the Domain and Company values. For data import from excel sheet, the Domain and Company can also be added as columns in the excel itself. For such cases, the onBefore script is not required.

* **Validating the changes**  
  All changes of a single Domain on MSP platform must be validated against the rest of the Domains to ensure that the changes does not have any impact on the customizations on those Domains.
* **Do not modify the Dictionary records for Out-Of-the-Box field/tables**  
  Modifying the Dictionary records for Out-of-the-Box field/tables is not recommended as the changes will be applied globally. On a shared platform, this will adversely impact the individual domain-specific customizations.
* **Do not modify global objects (maintenance overhead during upgrades)**  
  Modifying the Out-Of-the-Box global objects is not recommended as it adds an overhead of manually reverting the changes during Service Now version upgrade process.
* **Catch all**  
  ‘CatchAll’ is the name of the Business Rules written on major data tables to update global records on those tables to ‘IGATE/Spam Domain’ so that no data records are available at ‘Global’ level. This has been implemented because global records are visible to all other domains on the platform.
* **Working on tables which are not domain-separated**  
  We must be extra-cautious while working on tables that are not domain-separated as the chances of functionalities of one domain affecting that of other are very high.   
  To implement domain-specific customization on tables that are not domain-separated, we must apply appropriate conditions that will uniquely identify the specific domain for which the customization has been designed to work for.

e.g. Inbound Actions, ACLs are some of the tables which are not domain-separated.

* **Naming convention to be followed while creating custom fields/tables**  
  Custom fields and tables created on MSP platform must follow a naming convention. The name of the custom field or table must have a domain-specific prefix.

E.g. If the name of a Domain is ‘SkyLark’, then the name of the custom fields/tables created for ‘SkyLark’ Domain should begin with ‘u\_sky\_<column-name>’.This helps in distinguishing between the fields which has the same Column Label.

* **Thoroughly review your update set before committing**  
  Update sets should be thoroughly reviewed before committing the changes.
* **Use XML Export/Import to move Domain & Company records**  
  After the manual creation of a Domain and Company record on Dev Instance, the XML record from Dev should be applied to Test Instance and then Prod Instance so that the Sys\_ids of the Domain and Company records remains the same across all the platforms (Dev, Test, Prod).
* **Important contacts for SSO integration implemented for IMS\_KM domain**

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Guruprasad Srinivas <[Guruprasad.Srinivas@igate.com](mailto:Guruprasad.Srinivas@igate.com)>

* **List of implemented modules in different domains**

Get in touch with domain admin to get the latest module list.

* **Customization done by IGATE on out of box objects which may affect upgrade**

|  |  |
| --- | --- |
| **Name** | **Type** |
| servicecatalog\_cart\_template | Macro |
| catalog\_cart\_default | Macro |
| macro\_watch\_list | Macro |
| domain\_select | Macro |
| CatalogTransactionCheckout | Script Include |
| SecurityAuditor | Script Include |
| CatalogLabelEvaluator | Script Include |
| impersonate\_dialog | UI Page |
| com.glideapp.servicecatalog\_checkout\_view | UI Page |
| com.glideapp.servicecatalog\_cat\_item\_guide\_view | UI Page |

**How to ensure above objects are updated with the latest release?**

Once the Dev instance is upgraded, the above objects will get skipped. Revert these objects to OOB code. Please refer the following link for details on this process:

<http://wiki.servicenow.com/index.php?title=Upgrade_History#Reverting_Customizations>

This should be followed by comparing the objects with the production copy and updating the customizations on these objects in Prod to Dev.

# Known Issues / Behavior

1. **Asset Management** – Form layout does not get updated if any field is added or updated in the General section of the Asset form.

Workaround – Make use of domain picker and change the domain to global. Once that is done, update the form layout and save changes.

1. **LDAP** – Group sync might cause issues when executed without proper transform scripts. It has been observed that group sync LDAP job executed by one domain has updated groups of other domains. Ensure there is proper validation taken from all the domains before activating this in your domain.

Which customer has implemented LDAP Group sync – OCCM

1. **Application** - New application created is not possible to my domain

Only global admin can make applications visible to a domain irrespective of whether it is an OOB or custom application.

1. **Login Page** – The MSP login page shows Email ID instead of User ID

On Servicenow login page, Users can login by entering their user id and not email ID. Then why the label says Email ID?

There was a requirement in the past from a customer that users are getting confused with their user id as their user id and email id were always the same. To avoid this confusion, User ID was renamed to Email ID after taking approval from all domain admins.

1. **Access controls** – It has been observed that scripting in ACL does not work if the condition related to the domain id or company id is written in the script section.

Workaround – Make use of ‘Required roles’ related list.

1. **ServiceNow Chat** – Social IT is not domain separated though Chat Queue table is domain separated. Check how Chat functionality has been implemented for RbA domain.

Note– RbA is an inactive domain but the implementation still exists.

# Password Policy

Every domain admin should adhere to below password policy while handling password requests. Password should follow below rules.

1.      Be a **minimum** length of **eight** characters and

2.      Must contain both **1 upper and 1 lower case** characters and

3.      a minimum of **1 numeric**character [0-9] and

4.      A minimum of **1 special character**: ~`!@#$%^&\*()-\_+={}[]|\;:"<>,./?

5.      Prohibit usage of words indicating user's personal information.

6.      Prohibit usage of words indicating your own personal information.

# Documents

1. Eureka Upgrade Plan



1. Post Clone Activities



1. Monthly - ITIL License Report – Orange



1. Configure SSO

